

Privacy Notice

Here at Orkney Office Supplies Ltd we take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us. We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers, suppliers and contacts and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Company: Orkney Office Supplies Ltd
Address: Crowness Place, Hatston, Kirkwall, Orkney, KW15 1RA
Data protection lead: Lorna Whitelaw
Email address: Lorna@orkneyofficesupplies.com
Telephone number: 01856 873787

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.

The right to access the personal data we hold about you. Part 10 will tell you how to do this.

The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.

The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold. Please contact us using the details in Part 11 to find out more.

The right to restrict (i.e. prevent) the processing of your personal data.

The right to object to us using your personal data for a particular purpose or purposes.

The right to data portability. This gives you the right to receive personal data you have provided to us in a structured, commonly used and machine readable format. It also gives you the right to request that we transmit this data directly to another data controller.

Rights relating to automated decision-making and profiling. We do not process your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data. If you do not allow us to collect this data then we may not be able to fulfil our contractual or legal requirements.

Name

Address

Business Name

Business Address

Delivery Address

Email address

Telephone number and extension number

Fax number

Contact Name

Job title

Profession

Trade References

Payment information

IP addresses and website cookies

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. Our lawful basis is one or more of the following:

Because the data is necessary for our performance of a contract with you;

Because you have consented to our use of your personal data; or

Because it is a legal requirement.

Your personal data may be used for one of the following purposes:

Processing your orders

Managing your account

Personalising your use of the website

Posting offers of other products and services we offer to you (if you agree)

Supplying our services to you. Your personal details are required in order for us to enter into a contract with you.

Communicating with you. This may include responding to emails or calls from you.

Supplying you with information that you have opted-in to receive.

We do not use any data for any purpose other than that for which it was submitted unless requested by you.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email with information, news, and offers on our services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary for us to meet the purpose of holding that information.

8. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

9. Do You Share My Personal Data?

We may need to share your personal data with the following recipients:

External accountant

Couriers making deliveries on our behalf

Third Parties working on our behalf or for you, our customer

We do not share any of your personal data with third parties for marketing purposes.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

10. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data, and for a copy of any such personal data held. This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11. To make this as easy as possible for you, a subject access request form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything we need to know to respond to your request as quickly as possible.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

11. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details (for the attention of the data protection lead):

Company: Orkney Office Supplies Ltd

Address: Crowness Place, Hatston, Kirkwall, Orkney, KW15 1RA

Data protection lead: Lorna Whitelaw

Email address: Lorna@orkneyofficesupplies.com

Telephone number: 01857 373787

12. Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available in the latest version of this document, which is available from our website.